

# HELBIZ



## Rider Accessibility Program

District of Columbia

January 2021

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### Overview

Following Helbiz's acquisition of Skip, Helbiz will be taking over the existing Skip Low Income plan. All of the current riders have been set up within the Helbiz system, so no action is necessary. New riders will need to sign up via the Helbiz portal, which is detailed below. The Low Income program will be available to both e-bikes and scooters.

In addition to our per trip pricing of \$1 to unlock, \$0.30 per minute, and \$29.99 Monthly Unlimited Plan, Helbiz's DC offerings include (i) a low-income plan that will help qualified users realize the benefits of our inexpensive and efficient first and last mile transportation solution, (ii) a credit and debit card-free options for users who want to turn cash into Helbiz credit, and (iii) a smartphone-free option that allows users with older technology to lock and unlock Helbiz scooters. Our low-income plan backs up our promise to represent a different kind of technology company, one that allows our first and last mile transportation

solution to be a viable means of commuting and one that provides real links to the District's public transportation system, no matter the income level of the user.

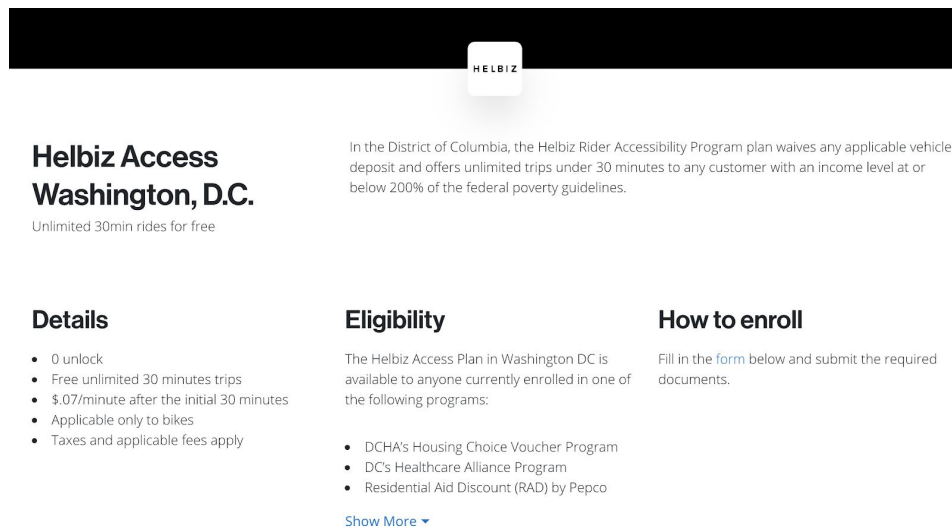
## Low-income Customer Plan

Helbiz has created our Rider Accessibility Program in order to allow as many people as possible the opportunity to utilize Helbiz as a method of transportation. In the District of Columbia, our low-income customer plan waives any applicable vehicle deposit and offers unlimited trips under 30 minutes to any customer with an income level at or below 200% of the federal poverty guidelines. If a ride continues longer than 30 minutes, customers can ride at a discounted rate of \$.07/minute. We verify a customer's income level through proof of enrollment in the following government programs:


- DCHA's Housing Choice Voucher Program
- DC's Healthcare Alliance Program
- Residential Aid Discount (RAD) by Pepco
- Residential Essential Service (RES) Program by Washington Gas
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance (SNAP)

## Step by Step Instructions

- 1) If you don't have a Skip or Helbiz account, create one within the Skip or Helbiz mobile app. Or, to set up an account manually, call our customer service team or visit our Fairfax, VA office 24/7 at 2830 Dorr Ave.
- 2) Go to the following website: <https://www.helbiz.com/access-program-washington>



The screenshot shows the Helbiz website interface. At the top is a black navigation bar with the 'HELBI Z' logo in a white box. Below the bar, the main heading reads 'Helbiz Access Washington, D.C.' with a subtext 'Unlimited 30min rides for free'. To the right, a paragraph states: 'In the District of Columbia, the Helbiz Rider Accessibility Program plan waives any applicable vehicle deposit and offers unlimited trips under 30 minutes to any customer with an income level at or below 200% of the federal poverty guidelines.' The page is divided into three columns: 'Details', 'Eligibility', and 'How to enroll'. The 'Details' column lists: '0 unlock', 'Free unlimited 30 minutes trips', '\$.07/minute after the initial 30 minutes', 'Applicable only to bikes', and 'Taxes and applicable fees apply'. The 'Eligibility' column states: 'The Helbiz Access Plan in Washington DC is available to anyone currently enrolled in one of the following programs:' followed by a bulleted list: 'DCHA's Housing Choice Voucher Program', 'DC's Healthcare Alliance Program', and 'Residential Aid Discount (RAD) by Pepco'. Below this list is a 'Show More' link with a downward arrow. The 'How to enroll' column instructs: 'Fill in the form below and submit the required documents.'



### Helbiz Access Washington, D.C.

Unlimited 30min rides for free

In the District of Columbia, the Helbiz Rider Accessibility Program plan waives any applicable vehicle deposit and offers unlimited trips under 30 minutes to any customer with an income level at or below 200% of the federal poverty guidelines.

#### Details

- 0 unlock
- Free unlimited 30 minutes trips
- \$.07/minute after the initial 30 minutes
- Applicable only to bikes
- Taxes and applicable fees apply

#### Eligibility

The Helbiz Access Plan in Washington DC is available to anyone currently enrolled in one of the following programs:

- DCHA's Housing Choice Voucher Program
- DC's Healthcare Alliance Program
- Residential Aid Discount (RAD) by Pepco

[Show More](#) ▼

#### How to enroll

Fill in the [form](#) below and submit the required documents.

3) Fill in your User Information and attach your verification documents:

## User Information

Full name

Full Name

Email

e.g. yourmail@email.com

Phone

+ (41)

## Verify Eligibility

Upload scans of the required document for the city's access program - check the Eligibility section for eligible documents.

File uploader

 [Add file](#) or drop file here

**SUBMIT**

- 4) Helbiz will then review your application and credentials
- 5) Within 48 hours, Helbiz will reach back out to you with pending approval, denial, or need for additional documentation
- 6) If pending approval, you'll need to come to the Helbiz warehouse, located at 2830 Dorr Ave, Fairfax, VA to show your documentation in person. The warehouse is open 24/7. Upon arrival, please ask for the Field Coordinator on duty.
- 7) Once you have verified your documents in person, you will be marked as part of the Rider Accessibility Plan, and you will be eligible for the benefits

On a yearly basis, Helbiz will re-authenticate your membership in the program.

## Cash Payment Plan

All Helbiz customers are required to have a card on file in our system. However, this does not preclude a cash payment plan. Helbiz's DC community outreach plan includes holding multiple events in Equity Emphasis Areas. At these events, DC residents without a credit card will have access to our personnel, who will be able to help them create a Helbiz account in-app. Helbiz employees will then assist the customer with the process of buying a pre-paid card with cash and entering the card into their account in the Helbiz app. Future cash payments can then be facilitated by exchanging cash for in-app Helbiz credit. Users can exchange cash for Helbiz credit at community outreach events or by visiting our Washington, DC office, located at 2830 Dorr Ave, Fairfax, VA 22031

## Non-Smartphone Option

Our community outreach events will also help us serve users who do not have smartphone technology. At these outreach events, Helbiz will use company-provided smartphones to help non-smartphone users create Helbiz accounts and fund balances on their accounts. Non-smartphone users can also come to our Fairfax office to create an account. Once their account is established our Helbiz Customer Support representatives will be available 24/7 to remotely lock and unlock scooters via our backend system so that access to Helbiz scooters is not restricted to smartphone users. If users need assistance locating a Helbiz scooter, they can contact our Customer Support team for assistance. Our Customer Support phone number is listed on our website, our scooters, and will be provided to non-smartphone users when they create an account.

## Summary

Helbiz offers a community-first partnership model with a demonstrated commitment to act responsibly. We look forward to continuing to serve residents of the District of Columbia by bringing more transportation options to the city. If you have any questions about any of the above processes please do not hesitate to reach out.